



Accessibility statement

This is an accessibility statement from Gentle Hands Home Support.

Measures to support accessibility

Gentle Hands takes the following measures to ensure accessibility of GHHS.

- Include people with disabilities in our design personas

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. GHHS is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Feedback

We welcome your feedback on the accessibility of GHHS. Please let us know if you encounter accessibility barriers on our website:

- E-mail hello@gentlehandshomesupport.co.uk

We try to respond to feedback within 3 business days.

Compatibility with browsers and assistive technology

Gentle Hands is designed to be compatible with the following assistive technologies:

- This site should work on most browsers and mobile devices

Limitations and alternatives

Despite our best efforts to ensure accessibility of Gentle Hands, there may be some limitations. Below is a description of known limitations, and potential solutions.

Please contact us if you observe an issue not listed below.

Known limitations for Gentle Hands:

1. Video subtitles: Our videos do not contain subtitles because We do not have the facilities to add these in. We are looking into how we can incorporate these later. Please refer to the video transcript linked underneath.

Formal complaints



for any formal complaints please contact us by email
at j.watmore@gentlehandshomesupport.co.uk or follow our complaints policy

Policy reviewed: 23.06.26

Next review Due: 22.06.27

Person Responsible: Jason Watmore